Sanitized Copy Approved for Release 2011/06/13 : CIA-RDP89-00955R000100060022-7

Central Intelligence Agency

Washington, D.C. 20505

OTE 85-6320

13 SEP 1 5

Mr. Stephen Keese
Senior Coordinator for Office Automation
John Hancock Insurance
P. O. Box 111, T-51
Boston, Massachusetts 02117

Dear Mr. Keese:

Thank you for agreeing to participate again in a panel discussion on management issues in automation. The Seminar participants will be senior CIA managers facing the impact of automation.

Your panel will meet in the Chamber of Commerce Building, 4600 North Fairfax Drive, Arlington, Virginia, from 1:30 until 4:30 p.m. on 1 October. Our building is near the Ballston station of the Metro and at the Glebe Road/Fairfax Drive exit of Route 66.

We ask that each panelist take five to ten minutes to provide a little background on his/her organization, the history of automation there, and the personal and organizational impact it has produced. We are looking for an informal discussion and hope to stimulate dialogue with the CIA executives. Dr. Lois Graff, from George Washington University, will again act as moderator.

In order to focus on the kinds of issues we hope to discuss, we ask that you consider the following questions:

Personal Issues:

How has automation changed the way that you work as a senior manager? Has it changed the nature of the work, or simply the tools used?

Have you had any difficulties with micro-management--with an increased capability for getting into more details. How much of a temptation is that for you and for the people over and under you?

Sanitized Copy Approved for Release 2011/06/13 : CIA-RDP89-00955R000100060022-7

Sanitized Copy Approved for Release 2011/06/13 : CIA-RDP89-00955R000100060022-7

Mr. Stephen Keese

Organizational Issues:

How has automation changed your work environment? Has it been necessary for you to consider changes in organizational structure due to the advent of automation? How did the need for change evidence itself? How were the changes planned and implemented?

Was there a long-range plan for the implementation of the automation? Did you participate in that planning activity? If so, how? Were "people" issues considered in that planning--training and education needs, personnel skills requirements?

Was it necessary to make any changes in job descriptions as a result of automation? Was the size or nature of your work force changed in any way? How did you handle employee concerns about automation?

What changes have been made in either organizational policies or procedures? How were these made?

We have enclosed a Seminar schedule listing the other panelists plus a brief description of your session. If you have any questions relating to the substance of the Seminar, please call Dr. Graff at (703) 237-2625. For administrative matters, please call STAT

We are looking forward to a frank and open discussion of the issues and a very productive Seminar. Again, we thank you for accepting our invitation.

Sincerely,

STAT

Director
of
Training and Education

Enclosure

STAT OTE/EDS/ (17 September 1985)

DISTRIBUTION:

Orig - Addressee w/attachment
1 - DTE Chrono ✓
1 - OTE Registry
1 - C/OTE/ITD
1 - OTE/ITD/EDS

Sanitized Copy Approved for Release 2011/06/13 : CIA-RDP89-00955R000100060022-7